

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3146

ANSWERED ON:16.03.2016

Multi Faceted Post Offices

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has upgraded or proposes to upgrade the post offices into a multi-facility provider unit like ATM/Money Transfer/foreign exchange/core banking etc. to attract more and more people to make it economically viable;
- (b) if so, the details thereof and the action taken by the Government in this regard;
- (c) whether the Government has introduced several financial services in the post offices in both urban and rural areas, if so, the details of such services along with the number of post offices offering such services, State-wise;
- (d) the present status of setting up of Post Banks and the services likely to be rendered by these banks along with the training provided/ likely to be provided to employees for the purpose; and
- (e) the details of debit cards issued by the post offices to the post office account holders, State-wise?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) Yes, Madam

(b) The Post Offices are functioning as multi facility provider unit as various services and products are made available for the benefit of the customers. The details of some of the facilities are as below:-

(i) Core Banking Solutions:-

Department of Posts is implementing Core Banking Solution (CBS) in all departmental post offices as part of the IT Modernization Project that aims to bring in various IT solutions with the required IT infrastructure to the post offices. This includes provision of ATM facility also for POSB customers. As of now CBS has been implemented in 19417 post offices and 652 ATMs have been installed at major post offices across the country. All Small Savings Schemes are available to the customers in all CBS Post Offices. DoP has issued 133486 ATM/Debit cards to POSB customers. Circle wise detail of number of CBS Post Offices and ATMs is as given in Annexure-A.

(ii) Money Transfer:-

DoP is already providing domestic money remittance service like Electronic Money Order, Instant Money Order and Mobile Money Order. In addition to domestic money remittance services DoP is also providing Inward International Money Transfer Services in association with Western Union (through 9943 post offices) and Money Gram (through 6135 post offices).

(iii) Foreign Exchange:-

The Department of Posts has got Authorized Dealer Category – II (AD Category – II) license from Reserve Bank of India for doing foreign exchange business. For this purpose, RBI has approved 1000 locations (Post Offices) across the country.

(iv) Premium Services:-

In addition to the traditional Mail Products transmission Department of Posts also provides a number of premium services like Speed Post, Express Parcel, Business Parcel, Logistics Posts, Retail Post, E Post etc. to generate additional revenue for the Department.

(c) Yes Madam. Government has introduced several financial services in Post offices in both Urban and Rural areas.

(i) The following Savings Schemes are available in post offices :-

- 1) Savings Bank Account,
- 2) Recurring Deposit Account,
- 3) Term Deposit Account (1, 2, 3 and 5 years),
- 4) Monthly Income Scheme Account,
- 5) Senior Citizen Savings Scheme Account,

- 6) Public Provident Fund Account,
- 7) 5 Years National Savings Certificates,
- 8) Kisan Vikas Patra
- 9) Sukanya Samriddhi Account

All the above schemes are available in Head Post Offices and Sub Post Offices. The Branch Post Offices are offering the schemes mentioned at Serial numbers 1, 2, 3 and 9 only. The state-wise list of Post Offices is enclosed (Annexure-B).

(ii) Three Jan Suraksha Schemes, namely Pradhan Mantri Suraksha Bima Yojana (PMSBY), Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Atal Pension Yojana (APY) have also been introduced in CBS post offices, in 2015.

(iii) Life Insurance facility is being provided through urban and rural post offices. Different plans under Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) are as follows:-

Name of Scheme PLI RPLI

Whole Life Assurance Suraksha Gram Suraksha
 Convertible Whole Life Assurance Suvridha Gram Suvridha
 Endowment Assurance Santosh Gram Santosh
 Anticipated Endowment Assurance Sumangal Gram Sumangal
 Joint Life Assurance Yugal Suraksha NA
 Children's Policy Bal Jiwan Bima Gram Bal Jiwan Bima
 10 Years RPLI NA Gram Priya

(d) The Department of Posts is seeking approval of the Cabinet Committee on Economic Affairs (CCEA) for setting up of the India Post Payments Bank (IPPB). The Public Investment Board (PIB) has already approved and recommended the proposal for consideration of CCEA.

The India Post Payments Bank is likely to drive the benefits of financial inclusion by bringing various financial products to suit the needs of different strata of society with special focus on the marginalized sections and citizens in rural areas. The following services are likely to be provided:-

- (i) Direct Benefits Transfer (DBT) of social security payments of various Ministries,
- (ii) Utility bill payments for electricity, water, telephone, gas etc.,
- (iii) Payments of various Central and State Govt. & Municipal dues and fees of various Universities/ Educational Institutions
- (iv) Person to person remittances both domestic and cross-border- special focus will be on providing, economical, safe and convenient money transfer facilities to migrant labourers, NRIs remitting money to relatives, institutions etc.
- (v) Demand Deposits (Current Account and Savings Account)- with special focus on MSMEs, small entrepreneurs, Village Panchayats & SHGs
- (vi) Distribution of third party financial products such as Insurance (health & general), Mutual Funds and Pension products
- (vii) Access to formal credit products by acting as Banking Correspondent of banks & MFIs

Along with the constant in-service training provided by the Department to its employees, a series of training programmes for employee at all levels are likely to be organized to prepare them for smooth delivery of services by the India Post Payments Bank.

(e) The details of debit cards issued by the post offices to post office account holders (State Wise) is as under:-

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S.No. State No. of Debit Cards issued to POSB Customers

- 1 ANDHRA PRADESH 9077
- 2 ARUNACHAL PRADESH 0
- 3 ASSAM 2908
- 4 BIHAR 4421
- 5 CHATTISGARH 2274
- 6 DELHI 5755
- 7 GOA 90
- 8 GUJARAT 4307
- 9 HARYANA 2611
- 10 HIMACHAL PRADESH 1547
- 11 JAMMU & KASHMIR 19
- 12 JHARKHAND 1939
- 13 KARNATAKA 10865
- 14 KERALA 569
- 15 MADHYA PRADESH 9612
- 16 MAHARASHTRA 15384
- 17 MANIPUR 0
- 18 MEGHALAYA 403
- 19 MIZORAM 0
- 20 NAGALAND 0
- 21 ORISSA 3934
- 22 PUNJAB 3234
- 23 RAJASTHAN 10582
- 24 TAMILNADU 26735
- 25 TELANGANA 6986
- 26 TRIPURA 0
- 27 UTTAR PRADESH 7889

28 UTTRAKHAND 522
29 WEST BENGAL 1823
TOTAL 133486

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